

PADM5078

Universality & Quality of Service Regulation

**A core course in the degree of
Master of Management
in the field of ICT Policy & Regulation**

Convenor: Charley Lewis

15 – 18 March 2010

			Learning Information Networking Knowledge
			Wits University Graduate School of Public and Development Management

CONTENTS

1 Content overview

This core course contextualises universal service, universal access and consumer protection both within the changing face of telecommunications regulation, and in relation to broader information society issues. Universal service and universal service are distinguished and defined in the African context, and a range of models, mechanisms and funding options for addressing access deficits are presented.

Consumer protection and quality of service issues, standards and their enforcement within the developing country context are also dealt with extensively.

The course also examines the challenges to effective regulation presented by these issues, and presents a range of options for the inclusion, monitoring and enforcement of targets and obligations within the regulatory and licensing regime.

The learner is thus expected to gain an in depth ability to both understand and apply universality and quality of service within regulatory practice.

2 Session Summary

	Date	Topic	Presenter
1	09:00 – 12:00 Mon 15 Mar	The Digital Divide & Disparities in Access	Charley Lewis
2	13:00 – 16:00 Mon 15 Mar	ICT4D: The role of ICTs in Development	Shafika Isaacs
3	09:00 – 12:00 Tues 16 Mar	Universal Service, Universal Access & Universality: Introduction, concepts and theoretical overview	Charley Lewis
4	13:00 – 16:00 Tues 16 Mar	Approaches, models & mechanisms to increase universality	Charley Lewis
5	09:00 – 13:00 Weds 17 Mar	The access imperative: lessons from South Africa	Katharina Pillay
6	14:00 – 16:00 Weds 17 Mar	The Universal Service and Access Agency of South Africa	Winile Lamani
7	09:00 – 10:30 Thurs 18 Mar	Group presentations	Syndicate Groups
8	11:00 – 13:30 Thurs 18 Mar	Quality of Service Regulation	Charley Lewis
9	14:30 – 16:30 Thurs 18 Mar	Consumer Protection: Principles & Regulatory practice	Charley Lewis

3 Course Outcomes

On completion of this course, participants will be able to:

- describe the importance of universal access and universal service;
- distinguish between universal access and universal service;
- articulate the role of universality in national development;
- analyse models of universality;
- differentiate between options for financing access;
- describe what telecentres and schoolnets are, their role in promoting access, and key issues of their implementation;

- articulate the basic principles and concepts of regulating to ensure quality for users and consumers;
- appreciate the importance of consumer voices, and procedures and institutional frameworks for addressing consumer concerns;
- articulate the impact of the digital divide on, and the key ICT issues of importance to, historically marginalised groups such as women, workers, the disabled, the poor and rural communities;
- articulate rationales, priorities and content of policies and regulations concerning universal access, universal service, quality of service and consumer protection; and
- articulate appropriate institutional frameworks and good governance practices to promote universal access, universal service, quality of service and consumer protection.

4 Background Readings

The following background readings (which are all available online, and are therefore not reproduced in full in your course pack) are recommended for the course as a whole:

- Mansell, R & Wehn, U (1998) *Knowledge Societies: Information Technology for Sustainable Development*, University of Sussex <http://www.sussex.ac.uk/spru/ink/knowledge.html>
- Intven, H (ed) (2000) *Telecommunications Regulation Handbook*, Mccarthy Tétrault. Infodev, Washington, <http://www.infodev.org/projects/314regulationhandbook/>
- Melody, W (ed) (1997) *Telecom Reform: Principles, Policies and Regulatory Practices*, Den Private Ingeniørfond, Technical University of Denmark, Lyngby <http://www.infodev.org/projects/314regulationhandbook/>

5 Required Readings

One or more required readings will be provided for each session. The majority of these are available online. You will be expected to access, download or print these and read these readings **in advance** of the course start date. Lecturers will assume familiarity with their content, and will pitch their sessions accordingly. You may also be tested as regards the content of the required readings. Other readings are printed out and included in your course pack.

Lecturers / facilitators who use teaching aids or provide additional material, will distribute these notes to you as they become available. These notes should be added to your course file and included as part of your course materials. Copies of presentations and other material may also be made available to you electronically.

6 Additional Resources

An electronic library of course notes and additional reference material relevant to this course is made available via the Wits Ignite web site at <http://ignite.wits.ac.za>. You will be given a logon ID and password to allow you to access this material, which is loaded under the folder 'PADM5078 Universality & Quality of Service Regulation'. You are strongly encouraged to make extensive use of resources and features of this course web site.

You may also be required to contribute to online discussions or to complete assignments and other forms of assessment via this web site.

Note that many of these readings are presented in Acrobat Reader format, which will require you to have Acrobat Reader installed on your computer.

7 Preparation Requirements

Your preparation work – mainly reading - should be done in advance of the course. Questions to guide your reading may be provided for this reason. Please note that there may be tasks to prepare for specific sessions. These will assist you to work through the conceptual and theoretical understandings in each of the readings and begin to apply these to cases and issues. Read through each session outline carefully to ensure that there are no mishaps.

We assume that you will need to spend approximately 120 hours in total on this course. This includes preparation and reading, attendance at seminar sessions, online time, writing assignments and examinations.

8 Syndicates and Group Learning

An interactive and intensive learning methodology is utilised, which involves a combination of lectures, case studies, group and individual projects. Given that many participants are active in shaping the telecommunications sector, the P&DM endorses the “syndicate method” of teaching, which requires that some of the learning will be done in groups. This approach is designed to enable course participants to contribute to the course, bringing in their own practical experience, knowledge and expertise together with those of their peers to create a rich learning environment.

Each participant will be assigned to a syndicate group. Syndicates and group work are a vital component of the learning process and attendance at all syndicate meetings is required and compulsory.

Syndicate meetings will be organised by the group members at a time and place suitable to them in accordance with the programme’s schedule. Although the P&DM will make syndicate meeting rooms available, these meetings need not be held on campus. Syndicate meetings and interactions may also take place virtually, through the course WebCT site and via the mailing lists which will be made available for this purpose.

Problems within syndicate groups are to be reported timeously to the Academic Convenor of this course, so that steps may be taken to resolve them. Syndicates will only be able to change their syndicate group composition under exceptional circumstances, and at the sole discretion of the Academic Convenor.

9 Assessment

There are several components to the assessment for this course, viz:

- individual participation in discussion - 7,5%
- individual online quizzes - 7,5%
- group assignment - 15%
- individual exam equivalent assignment - 70%


The group assignment, which is done in syndicate groups during the week, will be distributed and completed during the course of the week, and will count 20% towards your final mark for the course. Its due date for completion is Thursday 18 March 2010.

The individual exam-equivalent assignment will count 70% towards your final mark for the course. Your lecturers will discuss its requirements during the course of the week, and it will be distributed at the end of the course. It is due for submission by **Monday 3 May 2010**.


You will be required to submit the individual exam-equivalent assignment online via the SafeAssign feature of Ignite (<http://ignite.wits.ac.za>). Be aware that this feature performs a check on your assignment for plagiarism and copying.

10 Information on Content Sessions

Session 1: The Digital Divide & Disparities in Access	
Presenter	Charley Lewis
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • discuss the nature of the 'digital divide' and its relevance for ICT sector policy and regulation; • debate dimensions, extent and impact of the 'digital divide'; • articulate the importance of universal access and service policies in the context of the 'digital divide'.
Content	<ul style="list-style-type: none"> • The 'digital divide': access and development • The 'digital divide': research evidence, issues and debates • International institutions and initiatives to bridge the 'digital divide' • Universal access, universal service and the 'digital divide'
Core Readings	<ul style="list-style-type: none"> • Bridges.org (2001) <i>Spanning the Digital Divide. Understanding and Tackling the Issues</i>, (executive summary) Bridges.org, Cape Town, available at: http://www.bridges.org/publications/65/exec_summary [e-mail] • Fink, C & Kenny, C (2003) 'W(h)ither the Digital Divide?', World Bank, New York, available online at http://old.developmentgateway.org/download/181562/W_h_ither_DD_Jan.pdf [e-mail] • ITU (2007) <i>World Information Society 2007 Report 2007: beyond WSIS</i>, executive summary, International Telecommunication Union, Geneva, available online at http://www.itu.int/osg/spu/publications/worldinformationsociety/2007/WISR07-summary.pdf [e-mail] • ITU (2009) 'Measuring the Digital Divide', chapter 5, in ITU (2009) <i>Measuring the Information Society – The ICT Development Index</i>, International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/ict/publications/idi/2009/material/IDI2009_w5.pdf • Cieslikowski, D, Halewood, N, Kimura, K & Qiang, C (2009) 'Key Trends in ICT Development', in World Bank (2009) <i>Information and Communications for Development 2009: Extending Reach and Increasing Impact</i>, World Bank, Washington DC, available online at http://siteresources.worldbank.org/EXTIC4D/Resources/5870635-1242066347456/IC4D_2009_Key_Trends_in_ICT_Development.pdf
Additional References	<ul style="list-style-type: none"> • Bridges.org (2001) <i>Spanning the Digital Divide. Understanding and Tackling the Issues</i>, Bridges.org, Cape Town, available at: http://www.bridges.org/publications/65 • Burkett, I (2000) 'Beyond the 'information rich and poor': futures understandings of inequality in globalising informational economies', <i>Futures</i>, Vol 32, No 7, September 2000, pp679-694, Elsevier Science, New York • Huyer, S & Hafkin, N (2007) <i>Engendering the Knowledge Society: Measuring Women's Participation</i>, Orbicom, Montréal, available online at http://www.orbicom.ca/projects/knowledge_society2007/2007orbicom_eng_know_soc.pdf • Jensen, R (2007) 'The Digital Provide: Information (Technology),

	<p>Market Performance, And Welfare In The South Indian Fisheries Sector', <i>The Quarterly Journal of Economics</i>, Vol 122, Issue 3, August 2007, Massachusetts Institute of Technology, Cambridge, Massachusetts</p> <ul style="list-style-type: none"> • Jipp, A (1963) 'Wealth of Nations and Telephone Density', <i>Telecommunications Journal</i>, July 1963 • Kelly, T (2005) 'Twenty Years of Measuring the Missing Link', International Telecommunication Union, Geneva, available online at http://www.itu.int/osg/spu/sfo/missinglink/kelly-20-years.pdf • Maitland Commission (1984) 'The Missing Link: Report of the Independent Commission for Worldwide Telecommunications Development', International Telecommunication Union, Geneva, available online at http://www.itu.int/osg/spu/sfo/missinglink/The_Missing_Ling_A4-E.pdf • NTIA (1999) Falling Through The Net: Defining The Digital Divide - A Report on the Telecommunications and Information Technology Gap in America, National Telecommunications and Information Administration, Washington DC, available online at http://www.ntia.doc.gov/ntiahome/fttn99/fttn.pdf • Rodriguez, F, & Wilson, E (2000) 'Are Poor Countries Losing the Information Revolution', InfoDev Working Paper, May 2000, World Bank, Washington • Röller, L-H & Waverman, L (2001) 'Telecommunications Infrastructure and Economic Development: A Simultaneous Approach', <i>The American Economic Review</i>, Vol 91, No 4, September 2001), pp 909-923, American Economic Association, Nashville, Tennessee • Sciadas, G (2002) 'Unveiling the Digital Divide', Connectedness Series, Statistics Canada, Ottawa, available online at: http://www.statcan.ca/english/research/56F0004MIE/56F0004MIE2002007.pdf and Sciadas.2002.pdf • Warschauer, M (2002) 'Reconceptualising the Digital Divide' First Monday, Vol 7 No 7, University of Illinois, Chicago, available online at http://www.firstmonday.dk/issues/issue7_7/warschauer/ • Yu, L (2006) 'Understanding information inequality: Making sense of the literature of the information and digital divides', <i>Journal of Librarianship and Information Science</i>, Vol 38 No 4, December 2006
<p>Activity</p>	
<p>About your Lecturer</p>	<p>Charley Lewis is a senior lecturer, researcher and consultant at the LINK Centre of the School of Public and Development Management at the University of the Witwatersrand. His areas of interest include: ICT sector policy and regulation; universal service and access; consumer protection regulation, the Internet, labour, work and ICT; and business process outsourcing. He has lectured and presented widely, on a number of ICT policy, regulation and development issues. He has undertaken research in a number of areas, including the Internet, call centres, e-learning and universal access and service. He holds the degree of Master of Commerce in the Management of Information Systems from the University of the Witwatersrand.</p> 

Session 2: ICT4D: The role of ICTs in Development	
Presenter	Shafika Isaacs
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • articulate the role of ICTs in social and economic development; • debate key concepts relating to the use of ICTs in development and for poverty reduction; • discuss the potential of ICTs in a development context, from a theoretical and a practical perspective; • discuss the relevance of research and its influence on policy and practice in ICTs for development particularly within an African context; • analyse national policies, practices, sectors and priorities in order to achieve development through ICTs.
Content	<ul style="list-style-type: none"> • Guiding principles of key international agencies related to ICT4D and references to national policies that support and enable ICT4D in Africa and South Africa. • Concepts around the levels of access, applications and content that are relevant in developing situations and the key challenges for integration in order to achieve the various thresholds of development through ICT4D • Current debates on the value of ICT4D programmes in Africa to date based on research, monitoring and evaluation reports.
Core Readings	<ul style="list-style-type: none"> • Heeks R (2009) 'The ICT4D 2.0 Manifesto: Where Next for ICTs and International Development', Development Informatics Working Paper No 42, Institute for Development Policy and Management, University of Manchester, Manchester, available online at http://www.sed.manchester.ac.uk/idpm/research/publications/wp/di/documents/di_wp42.pdf <i>[e-mail]</i> • Esterhuysen, A (2009) 'Circling the Point. From ICT4D to Web 2.0 and Back Again', <i>Participatory Learning and Action</i>, Vol 59, No 1, June 2009, pp 80-86 <i>[e-mail]</i> • Qiang, C, Rossotto, C & Kimura, K (2009) 'Economic Impacts of Broadband', Chapter 3 in World Bank (2009) <i>2009 Information and Communications for Development: Extending Reach and Increasing Impact</i>, World Bank, Washington DC
Additional References	<ul style="list-style-type: none"> • Acacia prospectus references http://blue-mango.org/mediawiki/index.php/Acacia_Biblio • Batchelor, S & Scott, N (2005) 'Good Practice Paper on ICTs for Economic Growth and Poverty Reduction', Chapters 2 & 3, DAC Journal, Volume 6, No 3, 2005, Organisation for Economic Co-operation & Development, Paris • de Silva, H, Zainudeen, A & Ratnadiwakara, D (2008) 'Perceived Economic Benefits of Telecom Access at the Bottom of the Pyramid in Emerging Asia', LIRNEasia, Colombo, available online at http://www-personal.umich.edu/~parkyo/site/paper%20abstracts/LIRNEasia_ICApc_Benefits_at_BOP_v2_1.pdf • DOI (2001) 'Creating a Development Dynamic: Final Report of the Digital Opportunity Initiative', July 2001, Accenture, Markle Foundation & United Nations Development Programme, New York, available online at http://www.markle.org/downloadable_assets/doifinalreport.pdf • Grace, J, Kenny, C & Zhen-Wei Qiang, C (2004) 'Information and

	<p>Communication Technologies and Broad-Based Development A Partial Review of the Evidence', World Bank, Washington, DC, available online at http://www-wds.worldbank.org/servlet/WDSContentServer/WDSP/IB/2004/03/02/00090341_20040302090454/Rendered/PDF/279490PAPER0WBWP0no1012.pdf (pre-publication draft available online at http://cag.csail.mit.edu/ict4dev/papers/grace02.pdf)</p> <ul style="list-style-type: none"> • IDRC, (2006) 'Acacia Prospectus 2006-2010', http://www.idrc.ca/acacia/ev-101802-201-1-DO_TOPIC.html especially pp 5-14 • ITU (2006) World Telecommunication / ICT Development Report 2006: Measuring ICT for Social and Economic Development, executive summary, International Telecommunication Union, Geneva available online at http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-WTDR-2006-SUM-PDF-E.pdf • Prahalad, C & Hart, S (2002) 'The Fortune at the Bottom of the Pyramid', Strategy + Business No 26, Booz Allen Hamilton, McLean, VA, available online at http://www.cs.berkeley.edu/~brewer/ict4b/Fortune-BoP.pdf • UNCTAD (2007) <i>Information Economy Report 2007-2008 - Science and technology for development: the new paradigm of ICT</i>, United Nations Conference on Trade and Development, Geneva, available online at http://www.unctad.org/en/docs/sdteecb20071_en.pdf • UNDP (2001) 'Today's technological transformations – creating the network age', Chapter 2 in Human Development Report 2001 – Making Technologies work for Human Development, United Nations, Oxford University Press, New York, available at: http://www.undp.org/hdr2001/ • Unwin, T (ed) (2009) <i>ICT4D</i>, Cambridge University Press, Cambridge • World Dialogue on Regulation, 2007, Read the "Word to the G8" at http://www.regulateonline.org/content/view/999/63/
<p>Activity</p>	<p>Write an executive memorandum (2 pages) to the Cabinet outlining the most important priorities that need to be addressed in your country in order for the poorest communities to experience change and development from access to information and communication technologies.</p>
<p>About your Lecturer</p>	<p>Ms Shafika Isaacs is currently an independent consultant on ICTs for Development in Africa.</p> <p>She was formerly the Schools Executive at Mindset Network (www.mindset.co.za) and the founding Executive Director of SchoolNet Africa (www.schoolnet africa.org), an NGO which promotes learning and teaching through the use of ICTs in African schools. She worked as a Senior Programme Officer with the Acacia Programme of the International Development Research Centre (IDRC), which promotes development in Africa through the use of ICTs. She was also the Director of the Trade Union Research Project (TURP), a labour research organisation where she specialised in research, worker education and writing popular publications on globalisation, gender issues and the impact of changing technologies on the labour market.</p> 

	<p>of Sussex. In 2003 she was a finalist for the World Technology Network Award.</p> <p>She has published a number of papers on a range of issues relating to the ICT and education in Africa, including an InfoDev <i>Survey on ICTs in Education in Africa</i> and the <i>Monitoring and Evaluation of the New Partnership for Africa's Development (NEPAD) eSchools Demonstration Project</i>.</p> <p>She has served on a number of Boards and Committees of organisations and initiatives related to ICTs for Development and ICTs for the promotion of gender equality. Currently she serves on the Expert International Panel of the Consortium of School Networking in the USA, the Editorial Board of the <i>International Journal on ICTs and Human Development</i>, as advisor to the Open Education Resources project of the Global Development Gateway and a Board member of SchoolNet South Africa and SchoolNet Africa.</p>
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Session 3: Universal Service, Universal Access & Universality: Introduction, concepts and theoretical overview	
Presenter	Charley Lewis
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • describe the importance of universal access and universal service in the context of ICT sector reform; • articulate fundamental concepts and issues relating to universal access and universal service; • analyse the appropriate aim for universality policy at different stages of network development; • evaluate methods and indicators used to measure access; • explain the importance of targets for achieving universality in telecommunications; • describe pitfalls in measuring and monitoring access; • articulate and analyse different approaches to promote universality; • apply theoretical concepts and analytical tools to the issues of universal service and universal access.
Content	<ul style="list-style-type: none"> • Contextualising universality within ICT sector reform, the 'digital divide' and for development • Defining universal service and access • Universal access & service concepts, issues & theoretical debates • Institutional arrangements and governance to promote universality • Measuring and monitoring universal access and universal service • Targets for universality, access and rollout
Core Readings	<ul style="list-style-type: none"> • Benjamin, P & Dahms M (1999) 'Universal Service and Universal Access Issues', CommUnity, Johannesburg, available online at http://cbdd.wsu.edu/edev/edp/benjamin-dahms-1999.pdf [e-mail] • Dymond, A & Oestman, S (2003) 'The Role of Sector Reform in Achieving Universal Access', in ITU (2003) <i>Trends in Telecommunications Reform</i>, International Telecommunication Union, Geneva, also available online at http://www.inteleconresearch.com/pdf/TTR03_Chapter_3.pdf • ITU (1998) World Telecommunication Development Report 1998: Universal Access, International Telecommunication Union, Geneva, executive summary (available online at http://www.itu.int/ITU-D/ict/publications/wtdr_98/wtdr98.pdf [e-mail]) and chapter 2 • Milne, C (1998) 'Stages of universal service policy', <i>Telecommunications Policy</i>, Vol 22, No 9 • Souter, D (ed) (2009) 'Universal Access', in Souter, D (ed) (2009) <i>The APC ICT Policy Handbook</i>, The Association for Progressive Communications, Johannesburg, available online at http://www.apc.org/en/system/files/APCHandbookWeb_EN.pdf [e-mail]
Additional References	<ul style="list-style-type: none"> • Clement, A & Shade, L (2000) 'The Access Rainbow: Conceptualizing Universal Access to the Information / Communications Infrastructure', Idea Group Publishing, Hershey, Pennsylvania, available online at http://www.fis.utoronto.ca/pub/bscw.cgi/d399799/RainbowProof.pdf • ITU (1998) <i>World Telecommunication Development Report 1998: Universal Access</i>, International Telecommunication Union, Geneva • ITU (2008) Measuring Information and Communication Technology Availability in villages and Rural Areas, International


	<p>Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/ict/material/Measuring%20ICT_web.pdf</p> <ul style="list-style-type: none"> • Cannock, G (2001) Telecom Subsidies: Output-based Contract for Rural Services in Peru, Public Policy for the Private Sector, World Bank Group, http://rru.worldbank.org/documents/Peru-605.pdf • Garnham, N, Universal Service, in Telecom Reform: Principles, Policies and Regulatory Practices, Melody, William H (Ed), Den Private Ingeniørfond, Technical University of Denmark, Lyngby, 1997, http://www.lirne.net/library/tr/chapter16.pdf • Levin, A (nd) 'Access to Networks and Services', International Telecommunication Union, Geneva • Milne, C (2000) Affordability of Basic Telephone Service: An Income Distribution Approach, Telecommunications Policy Online, Vol. 24:10/11 • Oftel (2000) Homes without a phone, http://www.oftel.gov.uk/publications/research/unph0400.htm • Sawhney, H (1994) 'Universal Service: Prosaic Motives and Great Ideals', <i>Journal of Broadcasting and Electronic Media</i>, Vol 38 No 4, Fall 1994, pp 375-95
Activity	
About your Lecturer	See above.

Session 4: Approaches, models & mechanisms to increase universality	
Presenter	Charley Lewis
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • distinguish between a range of broad approaches to achieve universality; • describe the use of universal service obligations in meeting universality targets; • identify and evaluate appropriate funding mechanisms for universality, including universal service funds, explaining their strengths and weaknesses; • describe different community access models, including telecentres and schoolnets, and discuss their role in promoting access, and key issues of their implementation; • describe the impact of technology models on universality strategies; • assess the strengths and weaknesses of a range of universality mechanisms & models.
Content	<ul style="list-style-type: none"> • Approaches to promote universality • Mechanisms to achieve universality • Universal service obligations • Universal service funds • Telecentres & Schoolnets • Leveraging investment for universality • Technologies for universality
Core Readings	<ul style="list-style-type: none"> • InfoDev (2009)) 'Universal Access and Service', Executive Summary, Module 4, ICT Regulation Toolkit, InfoDev, Washington DC and International Telecommunication Union, Geneva, available online at http://www.ictregulationtoolkit.org/Mod4ExecSummary [<i>e-mail</i>] • Knight-John, M, Zainudeen, A & Khan, A (2006) 'An Investigation of the Replicability of a Microfinance Approach to Extending Telecommunications Access to Marginal Customers', Dialogue on Regulation for Network Economies, Lyngby, Denmark, available online at http://www.lirneasia.net/wp-content/uploads/2006/02/KnightJohn%20Zainudeen%20Khan%202005%20Replicability%20GP%20microfinance.pdf • Wallsten, S (2008) 'Reverse Auctions and Universal Telecommunications Service: Lessons from Global Experience', Technology Policy Institute, Washington DC, available online at http://www.techpolicyinstitute.org/files/wallsten_global_reverse_auctions-1.pdf • Xavier, P & Ypsilanti, D (2007) 'Universal service in an IP-enabled NGN environment', <i>info</i> vol 9, issue 1, pp 15 - 31, Emerald Group Publishing Limited, Bingley [<i>e-mail</i>]

<p>Additional References</p>	<ul style="list-style-type: none"> • African Connection (2004) 'A Rural ICT Toolkit for Africa', African Connection Centre for Strategic Planning, Johannesburg, last seen at http://www.infodev.org/projects/telecommunications/351africa/RuralICT/Toolkit.pdf • Egan, B (1996). Funding the Public Telecommunications Infrastructure. Communications Policy Working Paper #5, Benton Foundation. Available at: www.benton.org/Library/FundTelecom/working5.html • Intelcon (2007) 'Universal Access Funds', Intelcon Research & Consultancy Ltd, Vancouver, British Columbia, available online at http://www.intelconresearch.com/pages/documents/UAFunds2007update.pdf • Intven, H (2000) 'Universal Service', in Telecommunications Regulation Handbook, Intven, Hank (Ed), McCarthy Tétrault, infoDev, Washington, retrieved 19 February 2003 from http://www.infodev.org/projects/314regulationhandbook/module6.pdf • ITU (2001) 'New Technologies for Rural Applications', Final report of ITU-D Focus Group 7, International Telecommunication Union, Geneva • Lawson, C & Meyenn, N (2000) Bringing Cellular Phone Service to Rural Areas: Grameen Telecom and village pay phones in Bangladesh, World Bank, Washington DC, http://rru.worldbank.org/viewpoint/HTMLNotes/205/205lawson.pdf • Milne, C (1997) 'Universal service for users: recent research results', paper presented at the 25th Annual Telecommunications Policy Research Conference, Washington, September 1997 • Wellenius, B (2002) 'Closing the Gap in Access to Rural Communication: Chile 1995-2002', World Bank Discussion Paper No 430, World Bank Group, Washington DC, available online at http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2002/03/22/000094946_0203070403326/Rendered/PDF/multi0page.pdf • Wellenius, B (2002) 'Closing the Gap in Access to Rural Communication: Chile 1995 – 2002', <i>info</i> Vol 4 No 3, Emerald, available online at http://www.emeraldinsight.com/1463-6697 • Wellenius, B (2003) 'Sustainable Telecenters', Public Policy for the Private Sector, Note No 251, World Bank Group, Washington DC, available online at http://rru.worldbank.org/Documents/PublicPolicyJournal/256Musta-031103.pdf
<p>Activity</p>	
<p>About your Lecturer</p>	<p>See above.</p>

Session 5: The access imperative: lessons from South Africa	
Presenter	Katharina Pillay
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • articulate the importance of universal service and access in ICT sector reform in South Africa; • describe regulatory and policy interventions adopted in South Africa to increase access to ICT services; • assess the strengths and weaknesses of the practical implementation of a range of universality mechanisms & models; • critique the effectiveness of current and future universality interventions in their country.
Content	<ul style="list-style-type: none"> • The universal access and service imperative in South Africa • Universal service obligations • Universal service and access fund • Under-served area licensing • Telecentres, MPCCs and SchoolNets • The Universal Service and Access Agency of South Africa
Core Readings	<ul style="list-style-type: none"> • Gillwald, A (2006) 'A Closing Window of Opportunity: Under-Served Area Licensing in South Africa', <i>Information Technologies and International Development</i>, Vol 2, No 4, Summer 2005, pp 1–19, Massachusetts Institute of Technology, Cambridge, Massachusetts • Hodge, J (2004) 'Universal service through roll-out targets and licence conditions: lessons from telecommunications in South Africa', <i>Development Southern Africa</i>, Vol 21, No 1, March 2004, Routledge, London [e-mail] • Msimang, M (2006) 'Universal Service and Universal Access', chapter 8 in Thornton, L, Carrim, Y, Mtshaulana, P & Reyburn, P (eds) <i>Telecommunications Law in South Africa</i>, STE Publishers, Johannesburg, available online at http://link.wits.ac.za/papers/telelaw10.pdf [e-mail] • Thornton, L, Cupido, C & Edmunson, K (2007) 'Universal Service Under the South African Electronic Communications Act', mimeo, Lisa Thornton Inc, Johannesburg
Additional References	<ul style="list-style-type: none"> • Gillwald, A (2003) Under-served Area Licences in South Africa: Steps to achieving viable operators, LINK Centre Policy Research Paper No 3, LINK Centre, Witwatersrand University, http://link.wits.ac.za/papers/usaf.pdf • Ó Siochrú, S (1996) Telecommunications and Universal Service: International Experience in the Context of South African Policy Reform, International Development Research Centre, Ottawa, available online at http://www.idrc.ca/en/ev-9413-201-1-DO_TOPIC.html • Oyedemi, T (2009) 'Social Inequalities and the South African ICT Access Policy Agendas', <i>International Journal of Communication</i>, No 3, pp 151-168 • Thornton, L (2006) 'Recommendations on how the USA and other Stakeholders might Assist USALs to Ensure Sustainability', A Report Prepared for the Universal Service Agency by Lisa Thornton Inc, Johannesburg • Tlabela, K, Roodt, J & Paterson, A (2006) 'Mapping ICT access in South Africa, Human Sciences Research Council, Pretoria, available

	<p>online at http://www.hsrcpress.ac.za/download.asp?filename=001%20-%20pre_mapping_ICT_access~252007112636AM.pdf</p>
<p>Activity</p> <p>About your Lecturer</p>	<p>Katharina runs a consultancy that specializes in policy, regulatory and compliance with key focus areas being ICTs and BBBEE. She has worked at the Universal Service Agency (now the Universal Service and Access Agency of South Africa), and third South African mobile operator, Cell C. Much of her experience has been in the development of frameworks for universal access and service to ICTs, which included definitions of universal access and service to ICTs, subsidization policies, framework for developing licence obligations, reviewing the achievement of access to ICTs, worked on the framework for BBEEE with a specific focus the ICT sector.</p> 

Session 6: The Universal Service and Access Agency of South Africa	
Presenter	Winile Lamani
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • describe the role, mandate and functions of USAASA; • debate the challenges faced by USAASA; • critically assess the performance and effectiveness of USAASA over the years; • critically analyse key aspects of USAASA's current and planned interventions to increase access and achieve universal service.
Content	<ul style="list-style-type: none"> • History of the USA • Mandate of USAASA under the 2005 Electronic Communications Act • Areas of intervention undertaken by the USA • Effectiveness of the USA • Areas of intervention by the USAASA
Core Readings	<ul style="list-style-type: none"> • USAASA (2009) 'Annual Report 2008/9', Universal Service and Access Agency of South Africa, Johannesburg, available online at http://www.usaasa.org.za/index.php?q=downloadfile_publications 20091207121041_usaasaannualreport20082009.pdf • DoC (2010) 'Determination issued under the Electronic Communications Act, 2005 (Act No 36 of 2005) with regard to Universal Access to and the Universal Provision of Electronic Communications Services and Electronic Communications Network Services', Government gazette No 32 939, Notice No 85, 8 February 2010, Department of Communications, Pretoria • USAASA (2008) 'Notice in terms of section 82 (3) and sections 88 (2), (3) and (4) of the Electronic Communications Act, 2005 (Act No 36 of 2005) inviting written representations in respect of the definitions of universal service, universal access, and underserved areas and determinations in respect of needy persons', Notice No 987, <i>Government Gazette</i>, No 31333, 15 August 2008, Universal Service and Access Agency of South Africa, Johannesburg, available online at http://www.usaasa.org.za/index.php?q=downloadfile_publications 20080815135950_DefinitionsGazette131333_158_USAASA.pdf
Additional References	<ul style="list-style-type: none"> • RSA (2005) <i>Electronic Communications Act, No 36 of 2005</i>, Republic of South Africa, Pretoria, available online at http://www.icasa.org.za/Manager/ClientFiles/Documents/EComsAct_2005_No_36.pdf • USA (2005) 'Universal Service Agency Impact Document', Universal Service Agency, Johannesburg, available online at http://www.usa.org.za/docs/gen/USA%20Impact%20Study%20Report%202005-6.pdf
About your Lecturer	<p>Winile Lamani is a Head of USAF projects in the Universal service and access Agency of South Africa (USAASA). His areas of interest include: Project management; ICT universality; ICT sector policy and regulation; and computer programming. He holds an Engineering Diploma in telecommunications, A National diploma in Information technology majoring in Software development and a BTECH degree in Business Administration. He is currently a Masters student at the University of the Witwatersrand</p> 

	in the ICT policy and regulatory programme.
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Session 8: Quality of Service Regulation	
Presenter	Charley Lewis
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • discuss rationales for regulating to ensure service quality for users and consumers; • analyse principles and regulatory practices to ensure quality of service; • articulate and analyse the various standards utilised to monitor quality of service; • critically assess the different approaches to regulating quality of service.
Content	<ul style="list-style-type: none"> • Rationales for the regulation of Quality of Service • Quality of Service indicators & statistics • Standards and measurement of QoS: consumer surveys, benchmarking studies, objective and subjective measures, dynamic standards • Principles and practices for QoS regulation • Approaches to QoS Regulation: encouragement vs enforcement, integrating QoS with competition, pricing, and universal service regulation
Core Readings	<ul style="list-style-type: none"> • Milne, C (1997) 'Regulating Quality of Service', in <i>Telecom Reform: Principles, Policies and Regulatory Practices</i>, Melody, William H (Ed), Den Private Ingeniørfond, Technical University of Denmark, Lyngby, retrieved on February 19 from http://www.lirne.net/resources/tr/chapter14.pdf [e-mail] • Milne, R (2006), 'ICT Quality of Service Regulation: Practices and Proposals', background paper, International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/treg/Events/Seminars/2006/QoS-consumer/documents/QOS_Bkgpaper.pdf [e-mail] • Sutherland, E (2007) 'The regulation of the quality of service in mobile networks', info, Vol 9 No 6, pp 17-34, Emerald Group Publishing Limited, Bingley, United Kingdom
Additional References	<ul style="list-style-type: none"> • Baker, B & Trémolet, S (2000) 'Regulating Quality: Let Competing Firms Offer a Mix of Price and Quality Options', World Bank, Washington DC, available online at http://rru.worldbank.org/viewpoint/HTMLNotes/221%5C221Baker-10-24.pdf • Clements, M (1998) 'Quality-of-Service and Market Implications of Asymmetric Standards in Telecommunications', National Regulatory Research Institute, Columbus, Ohio • Communications Workers of America (2000) Service Quality & Service Quality Reporting At Verizon-NY. CWA Service Quality Program, New York, NY, retrieved on 11 March 2003 from http://www.cwa-union.org/issues/telecom/reports/service_verizon_ny.pdf • CPI (1999) 'Quality of Service, Residential Customers: Comparable Performance Indicators January to June 1999', telecommunications Forum, Edinburgh, Scotland, available online at http://www.cpi.org.uk/Archives/pdf/resjanjun99.pdf • European Commission (2000) 'Quality of service for public fixed voice telephony, Annex 3: Regulatory Issues: supplementary data', Sixth

	<p>Report on the Implementation of the Telecommunications Regulatory Package, European Commission, Brussels, Belgium, available online at http://europa.eu.int/ISPO/infosoc/telecompolicy/implrep6/Annex3-en.pdf</p> <ul style="list-style-type: none"> • OECD (2005) 'Quality of Service', in OECD (2005) OECD Communications Outlook 2005, Organisation for Economic Co-operation and Development, Paris, available online at http://www.thepublicvoice/events/tunis05/oecd_outlook.pdf • TRAI (2005) 'Review of Quality of Service Parameters of Basic and Cellular Mobile Telephone Services', Consultation Document No 2/2005, Telecom Regulatory Authority of India, New Delhi, available online at http://www.trai.gov.in/trai/upload/ConsultationPapers/13/conpaper23feb05.pdf • ITU (2002) 'New Performance Indicators for Converged Services', Report from the Asia-Pacific Telecommunity Forum on Telecommunication Policy and Regulation, International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/treg/Events/Seminars/2002/GSR/Documents/10-APT_QOS_doc.pdf
Activity	
About your Lecturer	See above.

Session 9: Consumer Protection: Principles & Regulatory practice	
Presenter	Charley Lewis
Outcomes	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • appreciate the importance of the consumer voice and procedures for ensuring consumer concerns; • discuss issues affecting consumer protection in the context of developing countries; • evaluate the role of the provision of information in relation to consumer protection; • distinguish between the various methods available to regulators for dealing with consumer complaints and conducting dispute resolution; • articulate the role of regulatory intervention in consumer protection; • analyse the principles and best practices of consumer protection; • explain the distinction between consumer protection and consumer empowerment; • critically analyse the practice of consumer protection in concrete jurisdictions.
Content	<ul style="list-style-type: none"> • Definition & categorisation of consumers • Objectives of consumer protection policy • Regulatory mechanisms for consumer protection • Principles and practices of consumer protection regulation • Standards and measurement of consumer protection • Monitoring and sanctions • Complaints and dispute resolution • Publicity and consumer access to information • Consumer protection vs empowerment
Core Readings	<ul style="list-style-type: none"> • ICASA (2009) 'Regulations, in terms of Section 4 read with Section 69(3) of the Electronic Communications Act, 2005 (Act No 36 of 2005), Setting out the Minimum Standards for End-User and Subscriber Service Charters', Notice No R 774 of 2009, Government Gazette No 32431, 24 July 2009, Independent Communications Authority of South Africa, Johannesburg • Stevens-Strohmman, R (2007) 'Quality of Service and Consumer Protection in an NGN World', GSR 2007 Discussion Paper, prepared for the Global Symposium For Regulators, Dubai,, United Arab Emirates, 5 - 7 February 2007, International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/treg/Events/Seminars/GSR/GSR07/discussion_papers/Rosalind Steve ns_Consumer_Protection.pdf [e-mail] • OECD (2008) 'OECD Policy Guidance for Protecting and Empowering Consumers in Communication Services', Organisation for Economic Co-operation and Development, Paris, available online at http://www.oecd.org/dataoecd/49/38/40878993.pdf • Southwood, R, Nguo, J, Sagna, O, Lewis, C (2006) <i>Assessing consumer activity in the telecoms and Internet sectors in Africa</i>, IDRC, Ottawa, http://www.afridigital.net/downloads/IDRCConsumerftV2.doc
Additional References	<ul style="list-style-type: none"> • Cannock, G (2002) 'Feedback to Regulators from Consumers' Apoyo Consultoria report to the Global Symposium for Regulators, Hong Kong, China, 7 - 8 December 2002, International Telecommunication Union, Geneva, retrieved on February 12 2003 from http://www.itu.int/ITU-

	<p>D/treg/Events/Seminars/2002/GSR/Documents/13-consumers_casestudy.pdf</p> <ul style="list-style-type: none"> • Horton, R (2002) 'Telecommunications Consumer Protection in the Asia-Pacific Region', Report to the ITU Global Symposium for Regulators, International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/treg/Events/Seminars/2002/GSR/Documents/04-APT_Document_Horton.pdf • Kerretts-Makau, M (2007) 'Through the Looking Glass: Consumer Issues - An African Regulatory Experience', LIRNE, Montevideo • Oftel (2002), Consumer Protection Policy Review Guidelines. Ludgate Hill, London retrieved on February 8 2003 from http://www.oftel.gov.uk/publications/about_oftel/2002/cppr0602.htm • Sutherland, E (2007) 'The Future of Voice: Customer Issues', Briefing paper for 'The Future of Voice' conference, 15 - 16 January 2007, International telecommunication Union, Geneva, available online at http://www.itu.int/osg/spu/ni/voice/papers/FoV-Ewan-Sutherland-Final.pdf • TRASA (2004) 'Consumer Protection Guidelines', Draft, April 2004, Telecommunications Regulatory Association of Southern Africa, Gaborone, available online at http://www.internews.org/siprs/reports/Consumerprotectionguidelines.pdf • United Nations (1999) United Nations Guidelines for Consumer Protection, Economic and Social Council Resolution 1999/7, retrieved on February 19 2003 from http://www.un.org/documents/ecosoc/res/1999/eres1999-7.htm • ICASA (2007) 'Notice of intention to make regulations in terms of section 4 read with section 69 of the Electronic Communications Act (the "ECA") (Act 36 of 2005) setting out the code of conduct for licensees', Notice No 767, Government Gazette No 29993, Independent Communications Authority of South Africa, Johannesburg, 18 June 2007 • Southwood, R (2006) 'Consumer protection in the digital age: assessing current and future activities', International Telecommunication Union, Geneva, available online at http://www.itu.int/ITU-D/treg/Events/Seminars/2006/QoS-consumer/documents/Cons_Bkgpaper.pdf
Activity	
About your Lecturer	See above.

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